

MARTA Accessibility Committee (MAC) Meeting March 10, 2026

MEETING SUMMARY – MARTA Accessibility Committee (MAC)

Date: March 10, 2026

Time: 10:00 am

Chair: Robert Smith

Notable Attendees: MAC members, MARTA staff including Paula Nash, Charlie Jackson, Roosevelt Stripling, Angelita Amour, and others.

1. Introductions & Opening Remarks

- Meeting experienced significant audio issues.
 - Members and MARTA staff introduced themselves.
 - Executive Director Paula Nash had no opening statements.
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2. Committee Reports No-Show & Appeals Committee

- 5 hearing requests.
- 4 upheld, 1 overturned.

Accessibility Committee

- Reviewed the new ticket.vending.machines for the Better Breeze system.
 - Members tested the equipment, documented concerns, and submitted feedback.
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3. Better Breeze System Update (Charlie Jackson) System Launch Timeline

- March 28: New system turns on.
- May 2: Old Breeze system turns off.

Vehicles

- New orange validators installed on all vehicles.
- Tap with credit/debit card, mobile wallet, or new Breeze card.

- Old cards work via farebox or old validators until May 1.

Rail Stations

- All fare gates and vending machines being replaced.
- Accessible design includes Braille and ADA audio features.
- Some station entrances temporarily free during construction.

Fare Products

- No fare changes.
- Old Breeze passes stop selling March 28.
- New Breeze cards mailed to reduced fare, Mobility riders, employees, and retirees.

Card Value Transfers

- Users can transfer leftover balances online starting May 2 or through customer service support.

Accessibility Concerns Raised

- Placement and volume of microphones/speakers on vending machines.
- Difficulty hearing chimes and gates closing too quickly.
- Need for headphone jack for private audio.
- Vendor has been notified and updates are planned.

4. ADA Link Customer Complaints Report (Angelita Amour) – January 2026 Totals

- 449 authority-wide complaints.
- 114 ADA Link complaints (25.39%).
- 54 valid complaints (60.31%).

Top Categories

- Late pickups: 13
- No-shows: 18
- Excessive ride time: 5

- Late drop-offs: 9
- Discourteous behavior: 6
- Vehicle stop location issues: 4

Commendations

- 28 total; 17 related to Mobility.

Trend

- Complaints fairly steady compared to recent months.
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5. Mobility Operations Report (Roosevelt Stripling) Ridership & Performance

- January: 52,786 trips; OTP 93.32% (impacted by winter storms).
- February: 56,388 trips; OTP 91.16%.
- FY26 ridership up 5.2% over FY25.

Maintenance

- Mean distance between failures improved significantly.

Call Center Metrics ETA.Line

- Jan: 27k calls, 95.9% answered, 46 sec wait.
- Feb: 29k calls, 93.9% answered, 62 sec wait.

Reservations

- Jan: 30k calls, 87% answered, 656 sec wait.
- Feb: 30k calls, 84% answered, 840 sec wait.
- One new agent added; more staffing underway.

Better Breeze for Mobility

- Mobility customers urged to update contact information for card mailings.
- 75% of Mobility operators trained on new system.

Reach Microtransit Update

- New Reach system launched; reservations handled by Mobility.

- Riders encouraged to download the Reach app.
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6. Additional Discussion – Sensitivity Training

- Concerns raised regarding operators refusing elbow assistance for blind riders.
 - MARTA clarified:
 - Contractors are responsible for training; MARTA oversees quality and consistency.
 - Training is aligned across providers (TransDev, A National).
 - Gaps occur in execution, not training.
 - MARTA will address concerns with contractors and reinforce proper assistance procedures.
 - Riders are encouraged to report incidents so corrective action can be taken.
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7. Closing

- Next meeting: May 12, 2026.
- Meeting adjourned at 11:00 a.m.